

Planned works survey summary

April 2025 to March 2026



 Each month we ask for tenant feedback about the planned works that have been completed to their home. Below are the results from this survey.

You said...



Overall satisfied

69%

Compared to 24/25

↑ 2%



Appointment was made

65%

↑ 1%



Happy with appointment offered

97%

↑ 6%



Attended on time

91%

↓ 4%



Operative introduced themselves

70%

↑ 11%



Left area clean and tidy

79%

↑ 7%



Operative helpful and courteous

91%

↑ 1%



Arranged follow on work (if needed)

51%

↑ 2%

Satisfaction by partner...

Property Services
Repairs Team

Wates

71%

65%

73%

56%

98%

93%

94%

84%

77%

64%

83%

72%

94%

89%

55%

50%

Turning your feedback into action



We've reviewed our letters so customers receive clearer information and updates about the works that will be carried out.



Surveyors are contacting tenants verbally to book inspections in and a more in-depth conversation will take place about the repair/issue.



We hold regular workshops with our Maintenance team and partners to plan upcoming work, helping co-ordinate jobs and deliver smoother, faster services for customers.



After an inspection takes place on replacement items, the surveyor will send the details to our programme team to make a decision within five working days and explain the outcome to the tenant.

Thank you for taking the time to give us your feedback!

We will monitor results over the next coming months!